



Iowa Department of
Administrative Services

General Services Enterprise

Thomas J. Vilsack, Governor
Sally J. Pederson, Lt. Governor

Mollie K. Anderson, Director
Patrick J. Deluhery, Chief Operating Officer

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To: All Vendors

From: Jeanette Chupp, C.P.M., Purchasing Agent III and RFP Issuing Officer
Iowa Dept. of Administrative Services, General Services Enterprise, Purchasing
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RE: **Addendum No. 2. to RFP70400S027**
IT Consolidation Analysis Project due on or before 3:00 P.M., November 20, 2003.

The following information is hereby provided as a formal Addendum No. 2, to RFP70400S027.

Change No. 1. Delete META Group, Inc. from the vendor listing provided in Addendum No. 1. They have withdrawn their "Intent to Propose", and will not be participating in this RFP Process. There are currently 23 Vendors participating in the RFP Process.

Addition No. 1. The Mandatory Vendors Conference is scheduled to last until 5:00 P.M. It may be extended past this time if additional issues are still under discussion. Vendors attending for any portion of the Vendors Conference shall be in compliance with the requirement to attend the Vendors Conference.

The following questions/information were received from vendors. Answers to those questions pertinent to this project shall be released in future addendums, unless an answer is specified herein.

Question 1.) In addition to technical infrastructure and IT services consolidation, is the State expecting review of program-specific application consolidation as well?

Clarify the areas required by the State for consolidation review.

- Data centers and mainframe computing
- Application servers - e.g., UNIX, NT
- Distributed computing servers, including fax, print, e-mail servers
- Storage
- Software licenses
- LANs
- WANs
- Telecommunications
- Applications

Question 2.) How will the State use the results of this study?



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Is this study a basis for more detailed-level planning once the State approves the recommendations in the study?

Answer: We do not know at this point what the final consolidation decision may be in the legislature. Based on the decision of the legislature, we assume there may be some manner of actual IT consolidation.

Question 3.) The order of precedence language in the RFP implies that the State's RFP takes precedence over the vendor proposal when determining scope. Would there be a process allowing for further scope clarification between the State and the selected vendor, resulting in a final scope of work that would be included as part of the Agreement?

Question 4.) Is information regarding the State's current IT assets, IT spend, # of staff, # of servers, etc. available for our review? Our intent is to determine the complexity of the State's IT infrastructure, services, and staffing environment.

Question 5.) Has the State engaged other consultants in relation to this initiative? If so, could you please provide the names of the consulting firm and respective responsibilities?

Question 6.) Is the intent of the solicitation to identify qualified vendors and go with the lowest price proposal? The RFP indicates that the proposal with the most points will be awarded the contract. It appears that 70% of the scoring is attributed to technical response, and 30% to price. It also appears that a vendor could score the most on technical response and lose on price. Could you confirm?

Question 7.) The RFP document indicates this study is in compliance with a legislative mandate. However, there is no budget appropriation for the study at this point. Could you confirm?

Also, could you provide the budget appropriation being requested for the project?

Question 8.) My company's policy allows for delegation of signing authority - could you confirm that "officer of the firm" also means persons with delegated signing authority on behalf of the company?

Question 9.) A disclaimer regarding accuracy of information collected/to be collected by the State is included in the RFP. Since the basis of the study would be input provided by the State, what is the intent behind this disclaimer?

Question 10.) Related to question #9, we anticipate changes to information provided by the State have a material impact on the analysis completed and recommendations made would constitute a scope change. Could the State confirm this would be the case?

Question 11.) The viability of our research and consulting business requires we address contractual requirements pertinent to limitation of liability, use of intellectual capital, and sole ownership of pre-existing intellectual capital and tools used in consulting and benchmarking engagements. Would the State reject a proposal that has these noted exceptions?

Question 12.) Could you clarify the executive sponsor for the project? Also, given the enterprise-wide nature of the project, is there a statewide executive-level steering committee comprised of business and IT leaders who would help champion the project? **Answer: Refer to House File 534.**

Question 13.) Does the state have a full time project manager/coordinator assigned to this study?

Question 14.) Depending on the required scope of the infrastructure consolidation study, my company has a comprehensive set of baseline cost information we recommend for data collection. We anticipate, given the state's description of responsibilities in section 3.2, that all costs attributed to provision of IT infrastructure services would be collected by the state - with my company providing assistance through customization of data collection templates and review/rationalization of data collected.

Question 15.) Is the term "utilization" objective or subjective in its use? **Answer: Question is not understood.**

Question 16.) Can the Baseline Information be obtained before RFP Due Date?

Question 17.) 1.18 allows the state to obtain and use proprietary information without awarding the contract to the vendor. Please elaborate.

Question 18.) 2.1.D. Cost Proposal shall be held firm indefinitely. Please elaborate.

Question 19.) 2.1.A states a 5% retainage and 3.1.f.1.C. states a 10% retainage..... Which is correct?

Answer: Refer to Addendum No. 1., Change No. 3.



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Question 20.) Will an organizational chart (including users and customers) for the various Iowa State Government organizations that will be affected within this proposal be provided? Will a systems map of the technology currently employed by the various organizations within the Iowa State Government that will be affected within this proposal, including application (programs) and hardware information be provided?

Question 21.) Do you have any expectations on the start date for the project? The end date (August 15, 2004) is specified, but the start date is not. Would you expect that the work begin prior to the Legislature's budget approval next spring?

Question 22.) Do you have any up-front expectations of the costs of the effort?

Question 23.) How many State of Iowa employees will be assigned to this project team?

Question 24.) Are there any other initiatives within the State of Iowa or the Department of Administrative Services that would affect the accomplishment of this project?

Question 25.) In your RFP, you state "...funding for the study is dependent on an appropriation from the legislature during the next scheduled session of January through April 2004." If the funding is not appropriated until late in the session, can the date of completion be pushed?

Question 26.) In the RFP, you state "...study is mandatory for the Executive Branch, and optional for the Judicial and Legislative branches..." Have funds been appropriated for the "mandatory" portion of the study?

Question 27.) Please consider extending the period to submit formal questions to a date beyond the mandatory vendors conference. **Answer: Refer to RFP Section 1.1., Sub-Section D.**

Question 28.) Baseline information appears to be very thorough, although engagements of this nature tend to hinge almost exclusively on the ability of the assigned Consultants to have adequate and timely access to those stakeholders within an organization who possess the understanding of the various systems and processes.

Question 29.) The RFP states some government branches do not have to participate in the consolidation review. Is it known who and how many agencies/departments will participate in the review?

Question 30.) In case my company administers a questionnaire (to be filled-in by the department officials) in advance of the face-to-face interviews, will the state provide a coordinator for the same?

Question 31.) Will the state provide workspace and computers for the vendor while collecting data? Can the data be taken off site to be evaluated and prepared for reporting?

Question 32.) Can an electronic copy of the RFP be made available to firms attending the vendors' conference?

Answer: The RFP is available electronically in Microsoft Word Format. Contact the RFP Issuing Officer.

Question 33.) Did any firm or individual assist the state in preparing the RFP and, if so, will they be prohibited from bidding on this effort?

Question 34.) Has a budget been established for the project and what is that amount?

Question 35.) Please describe the levels of cooperation or resistance the consolidation vendor can expect from the affected unions and departments.

Question 36.) If work is initiated prior to a final determination of Legislative support and funding for the project and funding is not provided, is there a mechanism to compensate the consolidation vendor for services rendered prior to that decision?

Question 37.) Provide a copy of the House File applicable to RFP Section 3.0. **Answer: Refer to Addendum No. 1. for information in House File 534 which is pertinent to this project.**

Question 38.) How many external customers are there currently?

Question 39.) Page 35 of the RFP notes that 20 copies of our proposal response are required, while other areas require other numbers of copies. Which is correct? **Answer: RFP Section 3.2, Sub-Section B., Paragraph 4. (on page 35) refers only to the "Final Report", not the "Official Proposal Response Package".**

Question 40.) If August 15, 2004 is the deadline date for a fully accepted Consolidation Study, how long will it take the State to accept the Study once it is received by the Project Team?

Question 41.) Do the separate IT organizations currently have service delivery performance metrics?



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Question 42.) It is stated that our cost proposal will not be confidential. Who will have access to it? ***At the completion of this procurement process it will become a public document.***

Question 43.) How many companies are competing for this project? What specific companies did you invite to bid?

Answer: There are currently 23 Vendors participating in the RFP process.

Question 44.) We understand the funding is dependant on an appropriation from the legislature but how will they be coming to that number? What is your price expectation for delivery of this project? Will you consider a project that is bid time and materials?

Question 45.) Can you share with us any of the 'baseline' data that has already been generated? For example, headcount count and costs, existing technology spending and utilization, etc? This will help in scoping out the level of effort needed to generate the requirements document?

Question 46.) How much onsite work are you looking for versus offsite work?

Question 47.) Can you provide any additional detail on your expectations around the final deliverable and any interim deliverables?

Question 48.) Will the awardee from this solicitation be excluded from participating in any subsequent solicitations?

Question 49.) RFP Section 3.2, Sub-Section A., refers to Baseline Information being provided for ITE, IWD and DOT. Please provide further clarification on full IT versus these three entities.

Question 50.) Regarding the State not warranting the accuracy of the Baseline Information, how do we make recommendations and conclusions if it is inaccurate, i.e. how do we validate or correct such data?

Question 51.) Are the business requirements focused on Data Center Infrastructure requirements necessary to deliver current and planned applications to an agreed to Services Level, and not aimed at identifying new applications?

Question 52.) What happens if funding is not approved in time to complete the study by the deadline of August 15, 2004?

Question 53.) How many organizations comprise the scope of business units within this infrastructure?

Question 54.) How many core functions, services, activities and products, agencies' external and internal customer services, and external and internal information technology customer services comprise the scope of this infrastructure?

Question 55.) Are the current business processes flow mapped out in any form within each organization or between organizations where interdependencies e

Question 56.) Is there a formal risk management organization that manages risk in a business fashion or in a technology fashion?

Question 57.) Is there a formal overall business continuity plan in place today?

Question 58.) Is there a formal overall disaster recovery plan in place today?

Question 59.) Are there formal individual business continuity plans in place today by agency or organization? Are there formal individual disaster recovery plans in place today by agency or organization? Is there a formal management process for updating these plans? Are there formal individual security management organizations subordinate to the risk management organization(s)?

Question 60.) Is there a formal overall security management organization subordinate to the risk management organization?

Question 61.) Will documentation unmentioned in the RFP, yet relevant to the on-going project be made available upon request and subsequent review?

Question 62.) If pieces of information are found to be inaccurate, will we be able to follow our defined project change request procedure to review the impact to the project and assess the financial consequences?



Question 63.) Will the organizations or agencies deemed necessary during the on-going project be made available upon request and subsequent review?

Question 64.) Will there be a program or project manager identified as the single point of contact, problem resolution point, and escalation management?

Question 65.) What is the make up of the Enterprise Infrastructure and Personnel (EIP) Assessment project team?

Question 66.) What is the make up of the project steering committee? .

BASELINE INFORMATION:

Below is a Listing of additional baseline information requested by vendors. Its inclusion herein does not require the State to provide it, only indicates the State has reviewed it.

1. Granular application information will be required beyond a profile
2. Granular licensing agreement information will be required beyond a profile
3. Application criticality rating information will be required beyond a profile
4. Application security rating information will be required beyond a profile
5. Baseline details behind personnel counts and costs will be required.
6. Baseline details behind technology spending and utilization will be required.
7. Baseline details behind occupancy costs will be required.
8. Baseline details behind the infrastructure support and facilities issues.
9. Existing documentation from formal processes and procedures as it pertains to the infrastructure, security thereof, and recovery thereof will be required.
10. Complete organizational charts
11. Current work and process flow
12. Current "functionality features" of process – i.e. according to physical location or otherwise
13. Current information technology architecture
14. Physical location of hardware
15. Facilities Locations
16. Current Disaster Recover Plan
17. Current Network Map
18. Current Budget
19. Compatibility Issues
20. Current Legacy Systems
24. Application Inventory
25. Additional Baseline Information requested by vendors
26. Organization charts for all three data centers
27. Organization charts for departments with enterprise servers in addition to the three data centers, specifically showing any IT personnel associated with the enterprise servers.
28. Job descriptions for all personnel in the three data centers and any information technology personnel in other departments throughout the state.
29. An inventory of all desktops, servers, and mainframes with related locations and related facility descriptions such a space utilized and space available.
30. An inventory of all desktop, server, and mainframe software with related locations and users
31. A graphic depiction of the various data networks throughout the state
32. Complete data center physical descriptions and schematics of all equipment placement
33. Environmental descriptions of each data center (air conditioning, sprinkler systems, inc.)



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34. Hardware and application inventories by data center.
35. Data center staffing / organizational charges
36. Customer list by data center, mapped to applications
37. A detailed list of all current hardware and non-application software configurations, by entity.
38. A current network configuration, including numbers of connections, protocols, and the like.
39. A list of each application hosted on each of the platforms, by entity.
40. Utilization data by "service" and user agency, by program within agency.
41. Detailed organization charts and staff listings of open and filled/unfilled positions
42. Copies of all existing performance measures/service level agreements or interagency agreements.
43. Detailed equipment inventory - including number of desktops and servers supported.
44. Detailed software license agreements, by entity
45. Summaries of over/under-billed services for centers functioning as Internal Service Funds.

Please acknowledge receipt of this six (6) page Addendum No. 2., in your Technical Proposal response package.